

CONSUMER AFFAIRS OFFICE



January 23, 2001

JOHN H D'ANTICO
BROBECK, PHLEGER, & HARRISON
4801 PLAZA ON THE LK
AUSTIN TX 78746-1072
Fax: (512) 330-4001

Dear Mr. D'Antico:

Thank you for contacting us about your mail service. We rely on customer feedback to inform us of problem areas and share your concern about providing good service.

We appreciate your contacting us about your Express Mail Label EF062434188US, mailed on January 19, 2001. This mail was metered with only \$13.75 instead of the required \$16.00 postage.

In accordance with Domestic Mail Manual P 011 1.6 - this piece of Express Mail was properly returned to the mailer for correction of the deficiency. "Any insufficiently prepaid Express Mail shipment is never endorsed 'Postage Due,' and collection of deficient postage is never attempted from the addressee. ... The mailer is contacted (mail returned) to correct the deficiency before dispatch. ... If postage is paid with adhesive or meter stamps, the mailer is contacted to correct the deficiency before dispatch."

~~Our computerized track/confirm system indicates your Express Mail entered the mailstream on January 19, 2001 at 9:27 p.m. and was delivered (returned) to you on January 22, 2001 at 9:11 a.m. Per our conversation, the returned mail was enclosed in another Express Mail envelope Label EF062173947US, and mailed again on January 22, 2001 at 4:07 p.m. It was delivered to the addressee on January 23, 2001 at 9:50 a.m.~~

~~Please present this letter, along with your original mailing receipt to any post office within 90 days from the date of mailing for a full refund of your postage. We sincerely regret any inconvenience this may have caused. If we can be of further assistance, please let me know.~~

Sincerely,

A handwritten signature in cursive script that reads "Al Prewitt".

Al Prewitt
Consumer Affairs Specialist

Enclosures(2)

8225 CROSS PARK DR
AUSTIN TX 78710-9631
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